

State telecommunications management manual

State of California
Department of General Services

Telecommunications Division
Sacramento, California

Category:

**Agency
Telecommunications
Management**

Chapter Title:

**Toll-Free Telephone
Service**

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POLICY

State Law requires that toll-free telephone numbers must be published at least once in the California Regulatory Notice Register. State agencies may install and operate toll-free telephone lines to provide access by the public and local governmental agencies. (Government Code Section 14627)

Agencies should be aware of and comply with these government regulations.

TOLL-FREE SERVICE GUIDELINES

The following criteria are guidelines to toll-free service management.

- Agencies shall maintain a list of all toll-free numbers billed to their agency and make the list available to the TD upon request.
- Agencies should establish parameters identifying when toll-free service is to be implemented.
- Agencies should ensure that associated services such as Automatic Call Distribution (ACD) and Interactive Voice Response (IVR) are configured to minimize holding times for toll-free calls.
- Agencies shall contact the Office of Administrative Law to arrange publication of their toll-free numbers in the California Regulatory Notice Register.



Note:

CALNET Toll Free Service
CALNET offers toll-free service. See *Chapter 0701.0, CALNET Long Distance Services*.